



STEVE WESTLY  
California State Controller

# 21st Century Project Human Resources System Survey Results

September 1, 2005

## **21<sup>st</sup> Century Project Human Resources System Survey Results**

### **Executive Summary**

The 21<sup>st</sup> Century Project will have an impact throughout the State as the new HRMS/Payroll system replaces State Controller's Office (SCO) existing legacy Employment and Payroll systems. The new HRMS/Payroll system will support and manage interfaces with existing Special Business Partners and Third Party Administrators. A number of departments operate internal administrative systems dependent on electronic interfaces with the existing legacy systems. The Project needed to identify these departments to properly plan change management activities. An Administrative system survey was conducted to identify state departments that operate internal computer applications and any related electronic interfaces that exist with SCO.

The web-based survey was issued requesting departments to provide information on internal administrative computer applications and interfaces with the SCO. For this survey, the SCO defined "computer applications" as computer software executing programmed computer logic; it does not apply to workgroup productivity software (i.e. spreadsheets, word processing). After initial results were received, follow-up calls were made to clarify and refine the data received.

Follow-up calls to departments exposed that several departments included their utilization of Teale Data Center's Human Resources Information System (HRIS) as an internal administrative system. HRIS is a service offered by Teale Data Center and supplies those departments who subscribe with administrative functionality such as: time and attendance, leave accounting, and position control. When fully deployed the 21<sup>st</sup> Century Project's new HRMS/Payroll system will provide all administrative functionality currently offered by the HRIS. Because the list of departments using HRIS was available from Teale Data Center the 21<sup>st</sup> Century Project did not intend that departments include HRIS in their response to the survey. For the purposes of the survey and this report the use of HRIS has been reported in a separate category.

Using the Project's definition of internal administrative systems the results show that approximately 11 percent of the reporting departments operate an internal administrative computer application that electronically interfaces with the SCO's legacy HR/Payroll system. A few departments operate parallel applications that use manual updates to synchronize with SCO systems.

### **Survey Purpose**

The survey was conducted primarily to identify departments that operate internal administrative computer applications whose operations are dependent upon electronic interfaces with SCO's HR/Payroll system and also assisted in identifying departments

that utilized internal administrative computer applications whose functionality potentially duplicates the functionality of the new HRMS/Payroll system.

Survey requests were emailed to 259 CIOs and HR Chiefs representing 148 departments and agencies. The survey results were captured using a web-based software accessible by all departments. The parties within each department were asked to work together and send one response for each department or agency. However, some departments did send multiple responses.

### **Data Analysis**

Responses were received from 106 departments (Exhibit A). We grouped responses into the following categories:

- Type Zero: Departments that have no internal administrative computer application and no electronic interfaces with SCO's HR/Payroll systems.
- Type One: Departments that have no internal administrative computer application, yet indicated they have an electronic interface with SCO's HR/Payroll systems.
- Type Two: Departments that operate an internal administrative computer application and do not electronically interface with SCO's HR/Payroll systems.
- Type Three: Departments that operate an internal administrative computer application, and has an electronic interface with SCO's HR/Payroll systems.

The initial results were:

Type	Count	Description
Zero	42	No system, no interface
One	3	No system, with interface
Two	39	Has system, no interface
Three	22	Has system, with interface

Our review of the survey responses identified departments that needed follow-up teleconference calls to clarify conflicting information and to determine the appropriate category in which they belong. Following are the results of the conference calls:

Type Zero – 18 departments were added after follow-up teleconferences.

Type One – 3 departments interviewed:

- Moved all three respondents to Type Zero.

Type Two – 15 departments selected for interview:

- 6 were changed to Type Zero.
- 3 are running third-party software for timekeeping: Kronos, Webster, and Peoplesoft.
- 1 has developed an internal HR system PARIS (Personnel and Resource Information System).
- 5 did not respond to request for follow-up.

Type Three – 18 departments selected for interview:

- 9 were changed to Type Zero.
- 2 have internally developed HRMS systems (Leave Accounting and Position Management).
- 2 are running Oracle Financials.
- 1 interfaces with CLAS & TLOG file via import.
- 1 is a manual update to both CLAS and Oracle for all HR transactions. Moved to type 2.
- 3 did not respond to request for follow-up.

The final results are as follows:

Type	Count	Description	Exhibit
Zero	60	No system, no interface	B
One	0	No system, with interface	
Two	34	Has system, no interface	C
Three	12	Has system, with interface	D

### HRIS Users

The Human Resources Information System (HRIS) is an online HRMS operated by Teale Data Center. The HRIS system includes personnel related functions, such as time and attendance, leave accounting, and position control. 19 departments throughout the state use it. The new HRMS/Payroll system will include all the functions currently provided by the HRIS.

The chart below identifies those departments who use HRIS. In the column titled “Inbound to SCO” an “x” designates that the department utilizes the HRIS to produce electronic interfaces inbound to SCO’s payroll system. Under the column titled “OUTBOUND from SCO” an “x” in one or more of the information types designates that the department relies on this information to reconcile their operation of HRIS with SCO’s Personnel Payroll systems. An “x” in the OUTBOUND information types **does not** indicate an electronic interface.

	INBOUND to SCO	OUTBOUND from SCO						
HRIS Department	Payroll Input	Schedule 8	Potential Vacancy	Position Roster	Payment History	Current Status	Transaction Log	Other Mark IV
Air Resources Board		X	X					
Alcohol & Drug Programs		X						
Alcoholic Beverage Control		X						
California State Fair								
California Teachers Credentialing		X						
Community Colleges								
Consumer Affairs		X				X		
Department of Child Support Services		X						
Department of Financial Institutions		X						
Department of Health Services		X	X	X	X	X	X	
Department of Insurance	X	X	X		X			
Department of Parks and Recreation		X		X	X	X		
Environmental Health Hazard Assessment		X						
Fair Political Practices		X						
Public Utilities Commission		X	X					
Secretary of State		X	X					
Student Aid Commission		X						
Teale Data Center	X	X	X					
CA Teachers' Retirement System		X			X			X

### Additional Information

The Department of Finance released a summary of State ERP projects. Below is a comparison of DOF State ERP Projects versus 21st Century Survey results.

A total of 12 ERP projects involve HRMS functions:

- 8 are in production
- 4 are in planning/procurement.

DOF ERP Survey			HR System Survey		
Department	Status	Software	Survey Type <sup>1</sup>	Outbound To Dept	Inbound From Dept
Transportation	Production	Peoplesoft	Three	CLAS Usage (accruals & balances) TLOG EH-Current Status	Payroll (Monthly & Semi-monthly) CLAS Usage
Social Services	Procurement <sup>2</sup>		Two		
HHSDC	Production	Peoplesoft	Two		
Water Resources	Production	SAP	Three	TLOG, Bus. Month Payment History	Payment Transactions (672 – Hourly, 676 – Misc Pay, 603 – Dock, 673 – OT)
CalPERS	Production	Peoplesoft	Three	Tlog	Payment Transactions
DGS	Production	Oracle	Three	Employee Assignment, Leave Balances, Payscale, Position Roster	Dock, Leave, Overtime, Positive Attendance, Shift Differential
Corrections	Procurement		N/A		
DOJ	Planning		Two		
SCIF	Production	Oracle	Two		
Judicial Council Admin office	Production	Oracle/Peoplesoft	Two		
Judicial Council Courts <sup>3</sup>	Implementation	SAP	Two		
CSU <sup>4</sup>	Production	Peoplesoft	N/A		

<sup>1</sup> The survey types listed in this column are based upon the survey responses, not DOF's ERP information.

<sup>2</sup> The Social Services ERP procurement is related to the CMIPS II project not internal administrative functions.

<sup>3</sup> The Judicial Council Courts' SAP implementation is not associated with the administration services delivered by the SCO and therefore outside the scope of the 21<sup>st</sup> Century Project.

<sup>4</sup> CSU is considered a special business partner and therefore not included in this survey.

## **Conclusion**

The vast majority of departments, approximately 88 percent (Type Zero and Type Two), do not have any electronic interfaces with the SCO.

Of the departments that operate an internal administrative computer application, the most common interfaces seem to be TLOG and Schedule 8 files, which are one-way from the SCO to the department.

The Type Three respondents, who have a system and an interface with the SCO, will require a conversion by those departments to the new interfaces and data formats.

## **Project History**

The survey was announced at the stakeholder meetings in July/August 2004. Participants were asked to give us the name of their HR Chief and CIO. This information along with other information collected from existing PPSD mail lists was utilized to develop the mailing list.

On October 22, 2004, an electronic letter was sent out to 259 individuals asking them to respond to the survey.

On November 5, 2004, a reminder email was sent out. This reminder doubled the number of responses received.

On December 13, 2004, a letter was sent out directed to six departments that were overlooked in the first response.

As of January 10, 2005, 106 departments had responded to the survey.

In February and March 2005, teleconferences were held with selected respondents in order to clarify their responses (Types One, Two, and Three only).

The following page contains a copy of the original letter sent out to departments asking for their participation. Following the letter is a copy of the survey as shown on the website, followed by a series of exhibits. The criteria for the exhibits is described above in the Data Analysis section.

- Exhibit A.....A list of the departments that responded to our survey
- Exhibit B .....The departments that have no interfaces and no systems
- Exhibit C .....The departments that have a system, and no interfaces
- Exhibit D .....The Departments that have a system and an interface.

STATE OF CALIFORNIA

STEVE WESTLY,  
California State Controller

STATE CONTROLLER'S OFFICE  
21<sup>ST</sup> CENTURY PROJECT  
P.O. BOX 942850  
Sacramento, CA 95250-5848

To : All HR Administrators  
All State CIOs

Date October 22, 2004

From : State Controller's Office  
21<sup>st</sup> Century Project

Subject: Human Resource (HR) System Survey

In May 2004, the State Controller's Office (SCO) initiated the 21st Century Project to replace the State's current centralized human resource and payroll system with a commercial-off-the-shelf (COTS) software product. The 21<sup>st</sup> Century Project will deploy the new system in phases with the projected deployment beginning in FY06-07 and completing in FY08-09. The new system will provide the following statewide administrative functions:

- Employment
- Payroll
- Leave Accounting
- Position Inventory
- Benefits Administration
- Timekeeping
- Employee Self Service
- Management Reporting Systems

When the 21<sup>st</sup> Century Project completes the statewide deployment of all system functionality, the SCO will remove from service all of its existing HR/Payroll systems. Older historical data currently maintained by SCO's systems will be retained and accessible as inquiry-only data.

To assist with our deployment, the 21<sup>st</sup> Century Project is requesting information regarding your department's internal computer applications which support administrative functions.

Please respond to the online survey as provided with the link below:  
<http://www.ca.gov/state/ecss/first.jsp?DEPT=051&APP=11>.

An accurate response requires Human Resources and Information Technology areas working together to identify what information technology capabilities your department is using and the electronic data interfaces with the State Controller's Office. We request that your department or agency return a single response.

The State Controller's Office asks that you respond to the survey by November 12, 2004.

We invite you to participate in project Stakeholder meetings scheduled on a quarterly basis. For additional information about the 21<sup>st</sup> Century Project and Stakeholder meetings, visit the State Controller's Office Web site at [www.sco.ca.gov](http://www.sco.ca.gov) and click on the 21<sup>st</sup> Century Web site link under "California Government – State Employees".

We appreciate your cooperation. If you have any additional questions or need assistance please contact Andrew Silvester at (916) 324-8492 or email <mailto:asilvester@sco.ca.gov>.

Sincerely,

Terry Bridges  
Chief, Technical Operations  
21<sup>st</sup> Century Project



## 21st Century Project HR System Survey

Thank you for participating in the 21st Century Project Human Resource System Survey. Please answer the following 10 questions to help us assess internal computer applications supporting department administrative functions and any electronic interfaces with the State Controller's Office (SCO). For this survey, SCO defines "computer applications" as computer software executing programmed computer logic, it does not apply to workgroup productivity software (i.e. spreadsheets, word processing).

1. Please enter your name.

2. Please enter your title.

3. Please enter your Department or Agency name.

4. Please enter your phone number.

5. Please enter your email address.

6. If your department operates internal administrative computer application(s), please select from the list below the functions the application(s) support.  
(Please select all that apply)

- ☐ Employment
- ☐ Leave Accounting
- ☐ Position Management
- ☐ Benefits Administration
- ☐ Timekeeping
- ☐ Employee Self Service
- ☐ Management Reporting Systems
- ☐ Budget
- ☐ Financial

**7. If you operate internal administrative computer application(s), do they interface electronically with any of the State Controller's Office existing human resource systems listed below?  
(Please select all that apply)**

- ☐ Employment History
- ☐ Payroll
- ☐ California Leave Accounting System
- ☐ Position Control
- ☐ Attendance Certification
- ☐ Management Information Reporting System
- ☐ Payroll Input Process
- ☐ No interfaces with SCO HR Systems

**8. Please identify any human resource functions supported by internal computer application(s) not listed in question # 6, such as training, recruitment, etc.**

(Please limit your answer to 255 characters)

**9. If your department plans to implement new internal human resource computer application(s) within the next 36 months, please select from the list below the functions the implemented application(s) will support.  
(Please select all that apply)**

- ☐ Employment
- ☐ Leave Accounting
- ☐ Position Management
- ☐ Benefits Administration
- ☐ Timekeeping
- ☐ Employee Self Service
- ☐ Management Reporting Systems
- ☐ No plans for implementation

**10. We anticipate the new HR/Payroll systems will include web-based functionality. Does your department support TCP/IP connectivity for your employees?  
(Please select all that apply)**

- ☐ Administrative Staff
- ☐ All Employees
- ☐ No TCP/IP connectivity for any employees

## Exhibit A – Participating Departments

Participating Departments
Administrative Office of the Courts, Information Services
Agricultural Labor Relations Board
Air Resources Board
Alcohol and Drug Programs
Board of Equalization
Board of Prison Terms
BOG/California Community Colleges
Bureau of State Audits
CA Integrated Waste Management Board
California Coastal Commission
California Commission on Teacher Credentialing
California Conservation Corps
California Department of Aging
California Department of Corrections
California Department of Developmental Services
California Department of Education
California Department of Veterans Affairs
California Dept of Forestry and Fire Protection
California Energy Commission
California Highway Patrol
California Housing Finance Agency
California Postsecondary Education Commission
California Public Utilities Commission
California Resources Agency
California Science Center
California State Lands Commission
California State Library
California State Lottery
California State Summer School for the Arts
California Student Aid Commission
California Tahoe Conservancy
California Unemployment Insurance Appeals Board
California Workforce Investment Board
California Youth Authority
CalPERS
CDVA/ Veterans Home/Yountville
Coastal Conservancy
Colorado River Board
Commission on CA State Gov Organization & Economy (aka Little Hoover Commission)
Commission on Peace Officer Standards and Training
Corrections - California Correctional Center
Delta Protection Commission
Department of Alcoholic Beverage Control
Department of Child Support Services

Participating Departments
Department of Conservation
Department of Consumer Affairs
Department of Corporations
Department of Fair Employment and Housing
Department of Finance
Department of Financial Institutions
Department of General Services
Department of Health Services
Department of Insurance
Department of Justice
Department of Parks and Recreation
Department of Real Estate
Department of Social Services
Department of Water Resources
Dept of Boating and Waterways
Dept. of Community Services and Development
Education / CA School for the Deaf - Riverside
Electricity Oversight Board
Emergency Medical Services Authority
Employment Development Department
Employment Training Panel
Fair Political Practices Commission
Food and Agriculture
Franchise Tax Board
Health and Human Services Data Center
Horse Racing Board
Housing and Community Development
Industrial Relations
Judicial Council
Legislative Counsel Bureau
Lieutenant Governor
Managed Health Care
Managed Risk Medical Insurance Board
Mental Health - Atascadero State Hospital
Mental Health - Headquarters
Mental Health - Patton State Hospital
Mental Health - Vacaville Psychiatric Program
Military Department
Motor Vehicles
Native American Heritage Commission
Office of Administrative Law
Office of Emergency Services
Office of Environmental Health Hazard Assessment
Office of Real Estate Appraisers
Office of Statewide Health Planning and Development
Office of the Governor
Office of the Inspector General
Personnel Administration

<b>Participating Departments</b>
Pesticide Regulation
Rehabilitation
Salinas Valley Psychiatric Program
San Francisco Bay Conservation and Development Commission
San Joaquin River Conservancy
Secretary of State
State Compensation Insurance Fund

<b>Participating Departments</b>
State Personnel Board
State Treasurer's Office and Associated Boards, Authorities and Commissions
State Water Resources Control Board
Stephen P. Teale Data Center
Toxic Substances Control
Transportation (CalTrans)
Victim Comp. & Gov. Claims Board

## ***Exhibit B***

### ***Type 0 - No system, No interfaces***

<i><b>Dept</b></i>	<i><b>SurveyID</b></i>
Air Resources Board	58826
Alcohol and Drug Programs	58695
Board of Prison Terms	58840
BOG/California Community Colleges	59731
California Coastal Commission	59319
California Commission on Teacher Credentialing	59196
California Department of Aging	59195
California Department of Veterans Affairs	59334
California Housing Finance Agency	59095
California Resources Agency	59055
California Science Center	59099
California State Lands Commission	58673
California State Library	58839
California State Lottery	59067
California State Summer School for the Arts	59263
California Student Aid Commission	58774
California Tahoe Conservancy	59180
California Workforce Investment Board	58688
CDVA/ Veterans Home/Yountville	59193
Coastal Conservancy	58687
Colorado River Board	59194
Commission on CA State Gov Organization & Economy (aka Little Hoover Commission)	59155
Commission on Peace Officer Standards and Training	58661
Delta Protection Commission	59060
Department of Alcoholic Beverage Control	59282
Department of Child Support Services (DCSS)	60292
Department of Conservation	60136

## ***Exhibit B***

### ***Type 0 - No system, No interfaces***

<i><b>Dept</b></i>	<i><b>SurveyID</b></i>
Department of Consumer Affairs	58664
Department of Fair Employment and Housing	60134
Department of Finance	59133
Department of Health Services	59376
Department of Insurance	58974
Department of Social Services	61166
Dept of Boating and Waterways	59688
Education / CA School for the Deaf - Riverside	59254
Electricity Oversight Board	59369
Emergency Medical Services Authority	58994
Fair Political Practices Commission	58961
Food and Agriculture	58692
Horse Racing Board	58964
Legislative Counsel Bureau	59188
Lieutenant Governor	59170
Managed Health Care	59157
Mental Health - Headquarters	59380
Mental Health - Vacaville Psychiatric Program	59175
Military Department	58820
Native American Heritage Commission	58696
Office of Emergency Services	59605
Office of Environmental Health Hazard Assessment	59098
Office of Real Estate Appraisers	59165
Office of Statewide Health Planning and Development	59186
Office of the Inspector General	59371
Personnel Administration	59153
Pesticide Regulation	58879
Salinas Valley Psychiatric Program	59148

***Exhibit B***  
***Type 0 - No system, No interfaces***

<b><i>Dept</i></b>	<b><i>SurveyID</i></b>
San Francisco Bay Conservation and Development Commission	59321
San Joaquin River Conservancy	59192
Secretary of State	59201
State Treasurer's Office and Associated Boards, Authorities and Commissions (11)	58888
Victim Comp. & Gov. Claims Board	59202

## *Exhibit C*

### *Type 2 - Has system, No interfaces*

<u>Dept</u>	<u>SurveyID</u>
Administrative Office of the Courts,Information Services	59805
Agricultural Labor Relations Board	58901
Board of Equalization	58745
Bureau of State Audits	58793
Ca Integrated Waste Management Board	61224
California Department of Corrections (CDC)	58977
California Department of Developmental Services	58958
California Dept of Forestry and Fire Protection	59258
California Energy Commission	59012
California Public Utilities Commission	59181
California Unemployment Insurance Appeals Board	59115
California Youth Authority	59103
Corrections - California Correctional Center	58666
Department of Corporations	59112
Department of Financial Institutions	59174
Department of Justice	60383
Department of Parks and Recreation	58900
Department of Real Estate	58881
Dept. of Community Services and Development	58663
Employment Development Department	59158
Employment Training Panel	58740
Health and Human Services Data Center	59173
Housing and Community Development	59198
Judicial Council	59539
Managed Risk Medical Insurance Board	58778
Mental Health - Atascadero State Hospital	59177
Office of Administrative Law	59003
Office of the Governor	58610



***Exhibit C***  
***Type 2 - Has system, No interfaces***

<b><i>Dept</i></b>	<b><i>SurveyID</i></b>
Rehabilitation	59179
State Compensation Insurance Fund	59182
State Personnel Board	59164
State Water Resources Control Board	59002
Stephen P. Teale Data Center	58835
Toxic Substances Control	58828

## ***Exhibit D***

### ***Type 3 - Has System, Has Interfaces***

<i><b>Dept</b></i>	<i><b>SurveyID</b></i>
California Conservation Corps	58665
California Department of Education	60315
California Highway Patrol	59073
California Postsecondary Education Commission	59264
CalPERS	58672
Department of General Services	58822
Department of Water Resources	59013
Franchise Tax Board	59129
Industrial Relations	58608
Mental Health - Patton State Hospital	58772
Motor Vehicles	59168
Transportation	59814